



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

**JOB DESCRIPTION**  
**GOLF PROFESSIONAL**  
(GOLF COURSE)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for the oversight and management of the Deer Run Golf Course. Reports to the Parks Administrator.

### **ESSENTIAL JOB FUNCTIONS**

Responsible for the effective supervision and administration of the pro shop, and club house, practice range, and electric cart concessions including budget preparation and monitoring, purchasing and financial transactions, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Oversees the collection of funds derived from sale of golf merchandise and various services at the club house; determines the type and quantity of golf merchandise for the pro shop; maintains a current inventory for the pro shop and the restaurant.

Assists the general public with the interpretation of golfing rules and regulations; assists with golf tournaments as needed. Plans and promotes various functions within established policies, rules and regulations to generate operating revenues and create public interest; ensures functions are marketed appropriately by overseeing the publishing and distribution of informational and promotional literature; coordinates and communicates with local news media, commercial firms, civic organizations, and the general public to promote the development of the golf course and its programs.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Golf Course Operations - Thorough knowledge of the administrative and technical practices, methods, and policies relative to municipal golf course operations to include operating a golf merchandising business. Thorough knowledge of the techniques and skills needed in giving golf instruction.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to equipment operation, and other work related precautions.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Supervision – Considerable knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

## **REQUIRED SKILLS**

- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees at all levels, accounting representatives from all departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.

## **REQUIRED ABILITIES**

- Financial Management - Ability to perform arithmetic, and statistical calculations. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.
- Communication – Ability to communicate ideas and proposals effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.
- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

## **EDUCATION AND EXPERIENCE**

Requires certification as a PGA Professional with 3-5 years experience in small business operations and merchandising.

## **ADDITIONAL REQUIREMENTS**

Acceptable general background check to include a local, state and sex offender criminal history check and a valid driver's license with an acceptable driving record.

This position requires a pre-employment medical evaluation.

## **PHYSICAL REQUIREMENTS**

- Tasks require the ability to exert moderate, though not constant physical effort.
- Some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds).

### **SENSORY REQUIREMENT**

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, humidity, temperature and weather extremes, toxic agents, animal/wildlife attacks, water hazards, or rude/irate customers.